



## Introduction

### *Welcome to TeamSTEPPS*

The Department of Defense and the Agency for Healthcare Research and Quality have developed TeamSTEPPS, a teamwork system which offers a powerful solution to improving collaboration and communication within your institution. Teamwork has been found to be one of the key initiatives within patient safety that can transform the culture within healthcare. Patient safety experts agree that communication and other teamwork skills are essential for the provision of quality healthcare and for the prevention and mitigation of medical errors. Provided as a Multimedia Curriculum Kit, TeamSTEPPS is an evidence-based system aimed at optimizing performance among teams of healthcare professionals – enabling them to respond quickly and effectively to whatever situations arise. This curriculum was developed by a panel of experts, incorporating over 20 years of scientific research that has been conducted on teams and team performance.

The TeamSTEPPS Instructor Guide is designed to help you develop and deploy a customizable training plan focusing on a phased approach. The TeamSTEPPS Instructor Guide is designed to help you develop and deploy a customized plan to help you train your staff in teamwork skills and lead a medical teamwork improvement initiative in your organization from initial concept development through to sustainment of positive changes. Contained within the kit are comprehensive instructional guides, curricula, extensive educational materials, evaluative tools, exercises, over 100 mini-case studies by specialty to practice skills development and multiple videos demonstrating teamwork opportunities and successes, and TeamSTEPPS tools. Supporting materials include pocket guides, CD-ROM, and DVD. Trainer workshop materials focus on change management, coaching, and implementation.

We are certain that you will find TeamSTEPPS to be a valuable and essential resource in your efforts to make the delivery of healthcare safer for all patients, as well as establish a strong and lasting culture of safety within your organization.